12

TORONTO SPEAKS

Views of the City and
Approaches to
Planning its Future

Cityplan '91

City of Toronto
Planning & Development
Department

Robert E. Millward
Commissioner

91-04441/

12

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October 1990

$ 7 (shipping and handling extra)

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What I like about Toronto
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regarding:

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Executive Summary

In initiating its review of the Central Area Plan, the City of Toronto established as a fundamental principle an approach that encourages the fullest public participation in setting the agenda for new Official Plan policies. This is reflected in the Cityplan '91 theme: **Your City. Your Future. Make it Your Plan.** To achieve this goal, the Cityplan '91 Task Force has undertaken a variety of outreach activities including the distribution of a questionnaire consisting of three open-ended questions - "What I like about Toronto" (likes), "What I dislike about Toronto" (dislikes), and "What I would do if I were planning Toronto's future" (solutions).

To give the largest number of citizens the opportunity to express their opinions concerning the state of the city, the questionnaire was disseminated as widely as possible in English as well as French, Chinese, Portuguese, and Spanish. Questionnaires were placed in libraries and community centres, mailed out with the newsletter of the Metro Tenants Federation, included with water bills sent out by the City, and handed out at numerous public meetings. In total, more than 190,000 questionnaires were distributed and more than 2,600 responses have been received to date.

This report is based upon the first 1,700 coded questionnaires. The pattern of response provides us with a view of Toronto that values those aspects of the city that work, while criticizing those elements perceived to need improvement. As such, the analysis contained in this report provides a well defined context within which to base our planning approach for the next decade.

Toronto's transportation system received the most attention from questionnaire respondents. Comments related to transportation account for 9% of likes, 28% of dislikes, and 34% of solutions. At the heart of these responses is frustration with traffic congestion. Improving TTC service and public transit infrastructure is the prevalent theme of those offering solutions. While 10% of transportation solutions favour facilitating automobile use through road and expressway improvements, many more suggest restricting the use of private cars through various schemes. Improvements that would facilitate bicycle and pedestrian movement are also noted as alternatives to the car.

Another central focus of respondents is the quality of the natural environment and the availability of parks and green space, which accounts for 20% of likes, 18% of dislikes and 21% of solutions. Torontonians strongly value their parks and green space. The existing park system is the most frequently cited attribute of the city that respondents like. Many, however, express the view that the existing park space is insufficient. The need to preserve parks and to extend the waterfront park system

ranks second to improving TTC infrastructure in their list of priorities. While respondents take pride in the cleanliness of city streets, they are less enthusiastic about air and water quality. Air quality, polluted lakes and rivers and drinking water all appear in the top ten of dislikes. Solutions call for: the promotion of environmental regulations; the reclamation of our watershed and urban atmosphere; and improvements in waste reduction, waste recycling and waste management.

Two themes emerge regarding the city's built environment. Toronto's neighbourhoods are valued as highly liveable, and the downtown neighbourhoods that keep the city core vibrant receive particular approval. Respondents voice disapproval, however, at the character of development that has occurred in the waterfront in recent years. This concern ranks second to traffic congestion as an aspect of Toronto respondents dislike. The scale of development in the downtown core is also criticized. Respondents question whether transportation and other infrastructure can continue to support such levels of development. The most frequently offered built environment solutions involve a deconcentration of development, a freeze on waterfront development, building height restrictions, and greater concern for urban design considerations.

Housing comments focus primarily on the lack of affordable housing in the city, which is the third most frequently cited dislike. The high cost of housing is linked by respondents to growing problems of poverty and homelessness, and the perception that many can no longer afford to live in the city.

Despite their frustrations, respondents appreciate many aspects of city life. Strong approval is expressed regarding the variety and quality of Toronto's arts and culture, its multicultural character and its cosmopolitan ambience. In other areas, such as street safety and economic opportunities, approval is tempered by perceptions that things are worsening. In all, the pattern of responses indicates recognition of the things that make Toronto a good place to live, while suggesting that future planning policy strive to balance growth and a quality of life for the benefit of all.

1

Introduction and Overview of Results

Background

The Cityplan '91 Task Force established as a fundamental principle the active participation of the public in the formulation of the 1991 Central Area Plan. To achieve this goal the Task Force has undertaken a variety of outreach activities including community meetings, focus groups for Central Area workers and multicultural community leaders and the distribution of a questionnaire that gives the public an opportunity to comment on the city and to suggest approaches to improve its quality of life. The increasing body of information resulting from these outreach efforts has helped to set much of the agenda for the 1991 Plan proposals.

The Questionnaire

In designing the questionnaire, the Task Force opted for 3 open-ended questions – "What I like about Toronto" (likes), "What I dislike about Toronto" (dislikes) and "What I would do if I were planning Toronto's future" (solutions). By adopting this somewhat unique approach the Task Force hoped to enable respondents to establish their own priorities regarding likes and dislikes, and make their own linkages to potential solutions. The questionnaire also provides respondents with an opportunity to participate in future Cityplan '91 activities by noting their desire to receive reports and/or to receive notification of scheduled meetings.

Every effort was made to disseminate the questionnaire as extensively as possible. Beginning in October, 1989, the questionnaire was distributed at a series of meetings organized by members of the Task Force and by planning staff. Subsequently, displays including the questionnaire were placed in community centres, public libraries and information centres. Finally, a series of large mailings was undertaken.

The first of these took place in early January when the questionnaire was included with the water revenue bill sent to all City of Toronto ratepayers. In March, it was mailed with the newsletter of the Federation of Metro Tenants. Whenever possible, the questionnaire has been made available in Chinese, Portuguese, Spanish and French, as well as in English.

Distribution of Respondents

The first returns arrived in early November with peaks occurring after the major mailings. To date, more than 2,600 returns have been received. Due to time constraints, however, the analysis in this report is based on the first 1,700 coded questionnaires.

Although our survey approach limits our ability to draw statistical inferences regarding the representativeness of the results, we believe that responses reflect a reliable cross-section of opinion in the city. This is based on the wide spatial distribution of the returns and on the degree to which themes and concerns expressed by respondents correspond to other Cityplan '91 research, particularly the Central Area Residents' Survey and the Central Area Workers Focus Group.

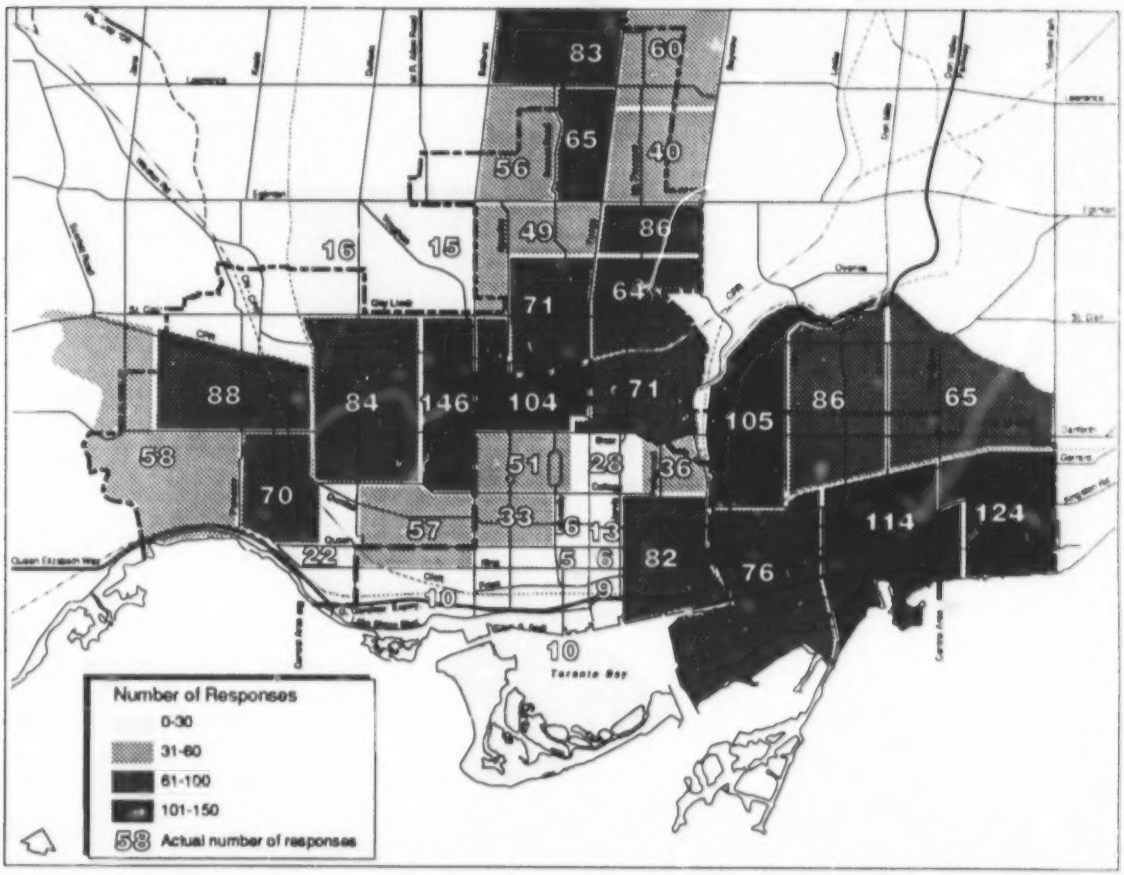
Questionnaire respondents are predominantly from within the City of Toronto (83.3%) with the remainder divided between postal origins in Metropolitan Toronto and beyond as shown in Table 1.

Table 1
Distribution of Respondents by Postal Code Origin

		%
Toronto	2,219	83.3
Outside Metro	56	2.1
Willowdale	30	1.1
Scarborough	29	1.1
Islington	16	0.6
Don Mills	13	0.5
Downsview	6	0.2
Weston	2	0.1
Rexdale	1	0.0
No addresses	291	10.9
Total	**2,663**	

Among City of Toronto respondents, 18.4% of returns originate in the Central Area with the rest distributed throughout the City as shown in the accompanying map.

Distribution of Respondents in the City of Toronto



Distribution of Likes and Dislikes

In carrying out the analysis, tables have been produced to provide for comparison between Central Area respondents, respondents living in Toronto outside the Central Area and all respondents. While some variation between groups is evident, respondents, regardless of location, demonstrate a high degree of consistency concerning particular likes and dislikes. The proportional distribution of likes and dislikes by thematic category for each of the comparison groups is shown in Tables 2 and 3.

Table 2
What I like about Toronto by Thematic Group

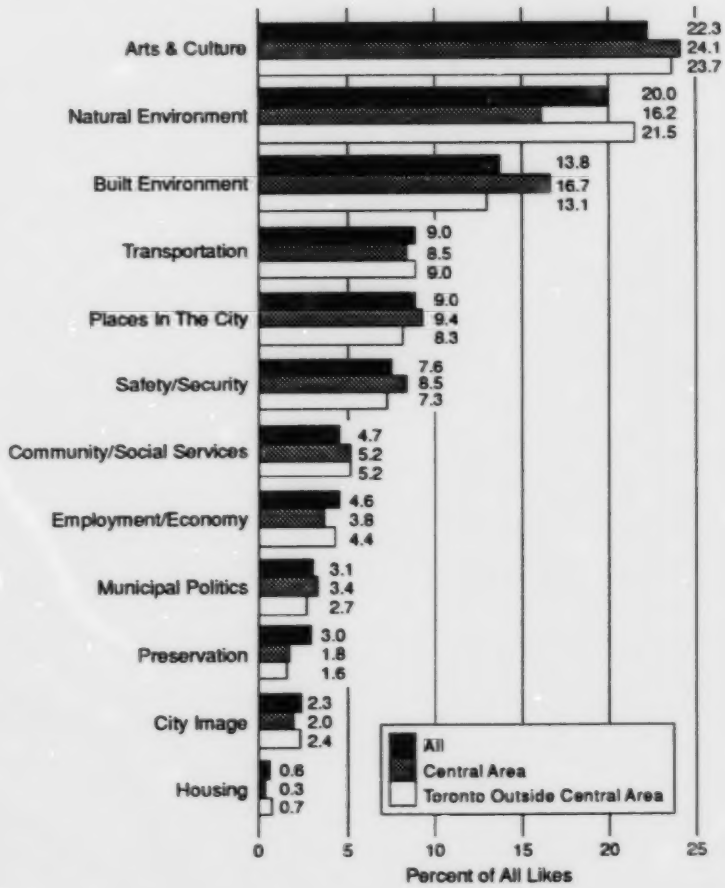
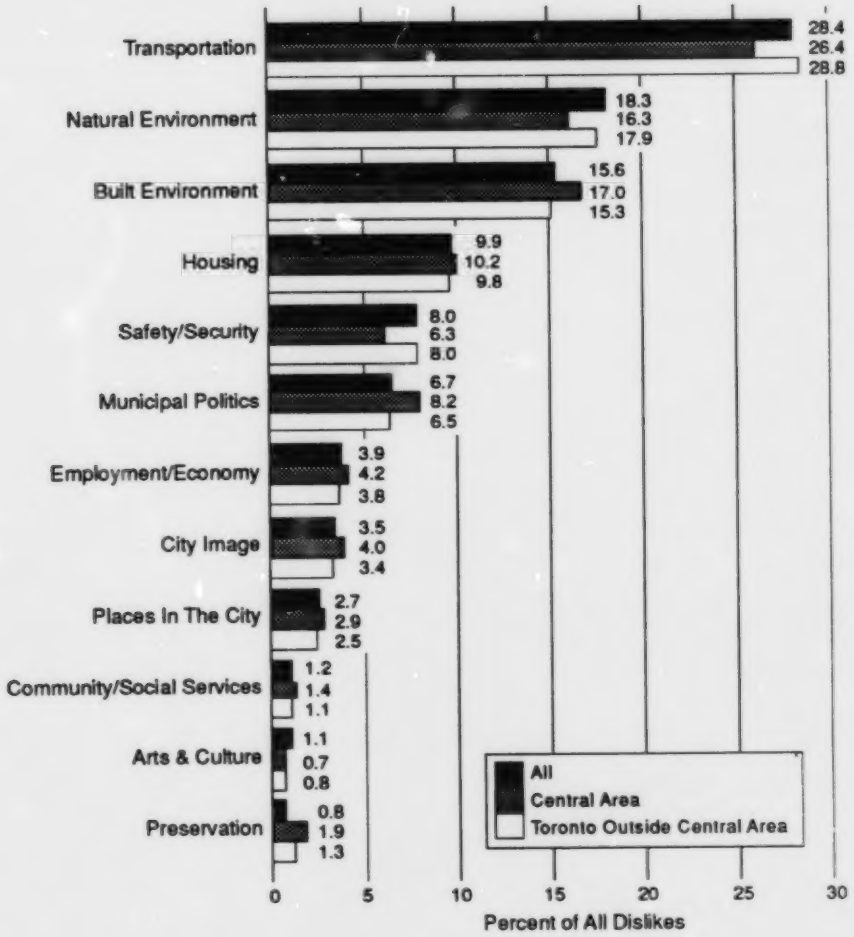


Table 3
What I dislike about Toronto by Thematic Group



While the relative order of like and dislike categories correspond, Central Area respondents show a slightly higher proportion of responses on issues of Built Environment and a relatively smaller proportion of responses dealing with Natural Environment and Transportation.

Closer examination of the most frequent likes and dislikes, however, underscores the similarities between groups. Tables 4 and 5 show the 10 most frequent likes and dislikes for all respondents. (See Appendix A for top 10 Central Area and Other Toronto tables). Tables 6 and 7 compare relative top 10 ranking for all groups.

Table 4
Top 10 Likes: All Respondents

	Rank	% of all Responses
Availability of Parks/Greenspace	1	9.8
Cleanliness	2	8.3
Interesting/Liveable Neighbourhoods	3	6.3
Good Public Transportation	4	6.1
Availability of Arts/Cultural Events	5	5.8
Low Crime Rate/Sense of Safety	6	5.6
Multicultural Character	7	5.4
Variety/Quality of Entertainment	8	4.7
Cosmopolitan Character	9	2.8
Conservation of Architectural Heritage	10	2.7
% of likes accounted for by top 10		**57.5**

Table 5
Top 10 Dislikes: All Respondents

	Rank	% of all Responses
Traffic Congestion	1	11.7
Development of Waterfront	2	6.2
Lack of Affordable Housing	3	5.2
Quality of TTC Service	4	4.9
Air Quality	5	4.8
Polluted Lakes and Rivers	6	4.6
Increasing Crime	7	4.1
Parking Problems	8	3.3
Drinking Water Quality	9	3.1
Overdevelopment of Downtown Core	10	2.8
% of dislikes accounted for by top 10		**50.5**

Central Area and other Toronto respondents compare on eight of the top 10 for all respondents, with close agreement regarding the top three. Central Area residents appear to show greater concern regarding 'Insufficient Parks and Greenspace', which they rank fifth as compared to twelfth for all respondents.

Table 6
Comparison of Rankings: Top 10 Likes

	All	Central Area	Toronto Outside Central Area
Availability of Parks/Greenspace	1	1	1
Cleanliness	2	3	2
Interesting/Liveable Neighbourhoods	3	2	3
Good Public Transportation	4	6	5
Availability of Arts/Cultural Events	5	8	4
Low Crime Rate/Sense of Safety	6	4	8
Multicultural Character	7	5	7
Variety/Quality of Entertainment	8	7	6
Cosmopolitan Character	9	9	11
Conservation of Architectural Heritage	10	20	20

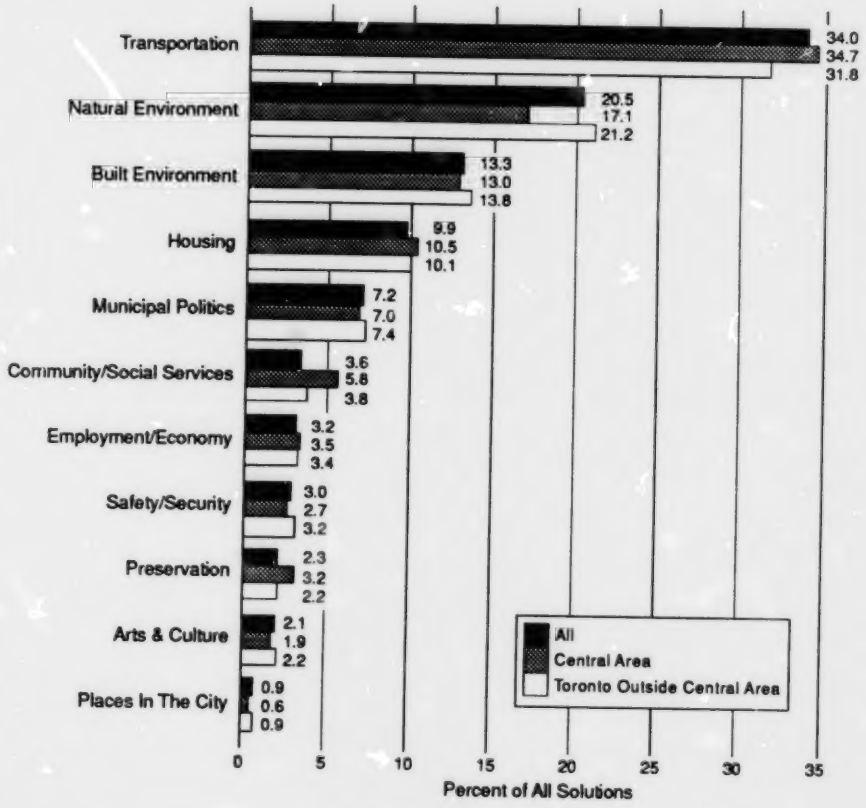
Table 7
Comparison of Rankings: Top 10 Dislikes

	All	Central Area	Toronto Outside Central Area
Traffic Congestion	1	1	1
Development of Waterfront	2	2	2
Lack of Affordable Housing	3	3	3
Quality of TTC Service	4	6	4
Air Quality	5	4	5
Polluted Lakes and Rivers	6	7	6
Increasing Crime	7	12	7
Parking Problems	8	8	9
Drinking Water Quality	9	17	8
Overdevelopment of Downtown Core	10	10	10

Distribution of Solutions

Table 8 shows the proportional distribution of solutions by thematic category for each of the comparison groups. Solutions parallel dislikes, with Transportation, the Natural Environment, Built Environment and Housing receiving the largest proportion of responses. An interesting variation can be seen in the relatively greater emphasis Central Area respondents give Community/Social Service concerns.

Table 8
What I would do if I were planning Toronto's Future



Examination of the 10 most frequently cited solutions, as illustrated in Tables 9 and 10, again demonstrates the similarity between groups.

Table 9
Top 10 Solutions: All Respondents

	Rank	% of All Responses
Improve TTC Service/Infrastructure	1	11.0
Develop Parks and Greenspace	2	6.7
Restrict Private Cars	3	5.2
Emphasize Affordable Housing	4	4.6
Build Waterfront Parks System	5	3.9
Deconcentrate Development	6	3.3
Promote Environmental Regulations	7	3.1
Improve Waste Management/Recycling	8	2.9
Reclaim the Environment	9	2.8
Provide Bicycle Paths	10	2.7
% of solutions accounted for by top 10		**46.0**

Table 10
Comparison of Rankings: Top 10 Solutions

	All	Central Area	Toronto Outside Central Area
Improve TTC Service/Infrastructure	1	1	1
Develop Parks and Greenspace	2	3	2
Restrict Private Cars	3	2	3
Emphasize Affordable Housing	4	4	4
Build Waterfront Parks System	5	7	5
Deconcentrate Development	6	8	6
Promote Environmental Regulations	7	12	7
Improve Waste Management/Recycling	8	9	8
Reclaim the Environment	9	18	9
Provide Bicycle Paths	10	6	12

Differences are apparent, however, in the importance Central Area respondents place on 'Improving Educational Opportunities', ranked fifth; and the 'Provision of Bicycle Paths', which ranks sixth, as compared to tenth for all respondents and twelfth for Other Toronto respondents.

2

Transportation

Transportation is the area that received greatest attention from respondents. Responses in this class account for 9% of likes, 28% of dislikes and 34% of solutions. Among transportation likes, 74% of responses express approval of some aspect of Toronto's public transportation system, with 'good public transportation' ranking as the fourth most frequently cited like overall. Smaller numbers note positive opinions regarding bike paths and street and road conditions.

Transportation
What I like about Toronto

	Frequency	% of Group
Good Public Transportation	372	68.4
Bike Paths	53	9.7
Condition of Streets/Roads	42	7.7
Street Cars	25	4.6
Pedestrian Malls	16	2.9
Availability of Pedestrian Facilities	16	2.9
Quality of TTC Service	7	1.3
Expressways	6	1.1
Airport Services and Facilities	3	0.6
Gardiner Expressway	2	0.4
Residential Parking Permits	1	0.2
TTC Fares	1	0.2
Total Transportation Likes	**544**	
% of all Likes	9.0	

In contrast, transportation dislikes are weighted towards automobile related issues. Among these, 'traffic congestion' and 'parking problems' account for 53% of transportation dislikes, while 19% note TTC related concerns. The largest number of transportation solutions address improvements in public transit facilities and service, with others emphasizing traffic, parking, road infrastructure, bicycle and pedestrian concerns.

Transportation
What I dislike about Toronto

	Frequency	% of Group
Traffic Congestion	660	41.5
Quality of TTC Service	277	17.4
Parking Problems	187	11.8
Lack of Transit Planning	87	5.5
Insufficient Bike Paths/Facilities	65	4.1
Condition of Streets/Roads	57	3.6
Crowds	53	3.3
Gardiner Expressway	51	3.2
No Access to Harbourfront	48	3.0
Airport Services and Facilities	26	1.6
Inadequate Traffic Signs	18	1.1
TTC Fares	13	0.8
Lack of Pedestrian Malls/Underpasses	10	0.6
Lack of Pedestrian Facilities	10	0.6
Street Cars	8	0.5
Car Oriented Planning	7	0.4
Pedestrian Malls	3	0.2
Too Few Taxis	3	0.2
Lack of another North-South Access	2	0.1
Expressways	2	0.1
Toronto Island Airport	1	0.1
Poor Access to Commercial/Retail Buildings	1	0.1
Total Transportation Dislikes	**1,589**	
% of all Dislikes	28.4	

Transportation
What I would like for Toronto

	Frequency	% of Group
Improve TTC Service/Infrastructure	559	32.2
Restrict Private Cars	263	15.2
Provision of Bicycle Paths/Accessory Services	137	7.9
Improve Road Infrastructure	130	7.5
Pedestrian Only Street Network in Core	107	6.2
Improve Gardiner Expressway	93	5.4
Increase/Improve Parking	89	5.1
Improve Expressways	72	4.2
Promote Public Transit/Commuter Rail Service	48	2.8
Stricter Parking Laws/Enforcement	37	2.1
Provide Pedestrian Facilities	34	2.0
Improve Road Maintenance	23	1.3
Destroy the Gardiner	21	1.2
Establish Bus/Bicycle Only Lanes	19	1.1
Extend Allen Expressway	18	1.0
Improve Traffic Signs/Lights	16	0.9
Build Another/Expand Airport	15	0.9
Special Parking Rates/Rights for Residents	8	0.5
Prohibit Public Parking	7	0.4
People Access to Waterfront	7	0.4
Build the Leslie Extension	6	0.3
Variable Working Hours	5	0.3
Allow Private Transit Initiatives	4	0.2
Increase Cost of Parking	4	0.2
Improve the Don Valley	4	0.2
More Taxi Stands	3	0.2
Extend 400 to Gardiner	2	0.1
Eliminate Street Cars	2	0.1
Build the Bayview Extension	1	0.1
Total Transportation Solutions	**1,734**	
% of all Solutions	34.0	

Public Transportation

Questionnaire respondents appear to favour the TTC as their preferred mode of transportation. As one respondent comments:

> *The transit system allows one to travel about Toronto with a choice of public transportation. It is possible to live in Toronto without owning a car ... amazing.*

For the most part, the TTC's good reputation is primarily due to the subway system. Respondents consider the subway to be relatively safe, clean and efficient, while providing good access to most major locales. A number of responses specifically praise street cars, commenting on the colour they add to the city's streetscapes as well as their environmentally friendly character.

Notwithstanding the general satisfaction with public transit, 17% of transportation dislikes complain about the quality of TTC service. Common criticisms include overcrowding, rudeness, and unreliable schedules. One respondent expresses her public transit dislikes by writing:

> *... (doesn't the TTC) realize people will pay extra to drive to work in the comfort and privacy of their own car in spite of traffic and parking costs. Jamming onto a crowded, dirty public vehicle with rude people is not my idea of a pleasant way to start/end the day. The most dehumanizing part of big city life is the crush of public transit. In order to sit facing someone you have never seen before and won't see again you have to draw down and invisible screen. It's natural that people, forced by crowding to withdraw into themselves, seem to ignore others in difficulty. I believe public transportation will not solve people moving when its run as a system to move the most bodies at the least cost. Comfort, space and 24 hour safety must be addressed.*

Another criticizes the TTC for its approach to attracting automobile users to public transit:

> *The ongoing complaining by the TTC that people are not using the better way in preference to cars will not solve anything. Advertising will not truly help either. Improved service will.*

At the same time, those who commute from outside the city note limited parking at TTC stations, insufficient linking points, and inadequate service to meet demand as factors that discourage their public transit use. One respondent laments the lack of action in addressing the transportation dilemma:

> *It seems that no one is willing to take a risk in transport. Instead of expanding subways to create demand they seem intent on waiting for a revolution*

> *underground before taking action. This plodding conservatism is 'not' the right strategy for a rapidly growing city.*

Improving TTC service and infrastructure was the most frequently cited solution overall. Suggestions emphasize upgrading and expanding the current system as a means to reduce traffic congestion and improve air quality. Respondents favour building new subway lines in Metro, extending the subway to outlying municipalities and the airport, providing more parking at subway stations, and creating bus only lanes and express service. One respondent writes:

> *I would strongly lobby the provincial government to cough up enough money for a decent subway system that would meet today's needs as well as future needs ... I would add express trains that stop only at the most heavily used stations on the Yonge line ...*

Another proposes:

> *It would also be very nice to have a North/South subway in the East end from, say, Victoria Park ... The buses are too slow and infrequent ... It is also bitterly cold in winter. I think if you installed more subway lines then more people would be inclined to use the TTC ...*

Respondents suggest that the cost of expanding public transit can be minimized by using existing rail lines and promoting private initiatives.

Private Transportation

While respondents note somewhat favourable attitudes regarding existing road infrastructure, bicycle paths and pedestrian facilities, the bulk of responses related to private transportation are found among dislikes and solutions. Respondents focus on private automobile use, traffic congestion and parking problems.

While 10% of transportation solutions suggest approaches to facilitate automobile use, many more favour restrictive policies. Indeed, 15% of transportation solutions call for restricting private cars, while only 5% favour increasing the availability of parking and 4% improving expressways. Those advocating automobile restrictions support actions such as increased car tax, limits on the number of cars per family, penalizing single occupant vehicles and limits on delivery hours.

Attitudes toward traffic congestion, the most frequently cited dislike overall, emanate from both transportation and environmental concerns. One respondent speaking from an environmental perspective says:

> *The automobile is of paramount importance. Why do we place ourselves, living, breathing beings, in second place to a polluting machine.*

Another complains that:

> ... *there is no excuse that I can see for the* ***lack of control*** *on the volume of vehicular traffic that wanders where and when it likes over every street, alley, lane and driveway.*

Ten percent of transportation solutions call for improvements to road infrastructure. These include building alternative routes to reduce stress on existing thoroughfares, widening boulevards to enhance traffic flow and aesthetic appearance, and improving the size and placement of traffic control devices. Responses are mixed, however, on the issue of establishing one-way streets downtown.

Another 10% of responses comment on the expressway system. The Gardiner receives particular attention, with many respondents favouring burying the roadway or, dismantling it entirely. One typical response of this type suggests that:

> *It is essential to do something to the Gardiner. It is not only a barrier and an eyesore but it is an ongoing sinkhole for repair and maintenance funds. Why not steal an idea from the medieval London Bridge and build over it. Lease the development rights over the expressway in perpetuity as long as the lease costs are tied into the maintenance of the roadway underneath. A whole neighbourhood of streets and parks could grow over the monster.*

Other expressway-oriented solutions include extending the William Allen Road and building the Leslie Street extension.

Parking problems, the 8th ranking dislike overall, is cited by 12% of transportation dislikes. Respondents are divided between those who wish greater availability and affordability of parking and those who wish to use parking restrictions as a deterrent to car use.

Some respondents fear, however, that further restrictions may cause city businesses to lose customers. Others complain that parking restrictions have failed to prevent commuters from bringing cars into the city, heightening competition for scarce spaces. One respondent focusses on the cost to city residents.

> *Suburban dwellers can do their shopping at malls that have plenty of free parking. Why should inner city residents – the people that keep Toronto liveable – have to pay $9 or more, feed meters and risk parking fines in order to shop or do business?*

Others suggest approaches that would benefit city residents while providing disincentives to non-resident motorists. If I were planning Toronto, writes one respondent, I would:

> *... limit auto use in the city and ease the parking problem by recommending the licensing of auto owners who live in the city, which would allow them access to street parking – all others would be obliged to park in designated parking lots & pay the full rate ... (and) increase parking fines and tow away zones.*

A sizeable number of responses point to bicycling and walking as important but somewhat neglected transportation alternatives. The 'provision of bicycle paths' ranks 10th of solutions overall and sixth among responses originating in the Central Area. Cyclists complain, however, of the dangers of traffic, the lack of parking and the lack of safe, well maintained bicycle lanes on city streets. One respondent argues that:

> *Bicycles need to be a basic part of the transportation plan. They cannot be effectively accommodated as an afterthought. The easiest way to treat bicycles as vehicles and to include them into the traffic flow is to make sure that the outside lanes on busy streets are wide enough to accommodate a car and a bicycle safely. It may be necessary to eliminate street parking in some areas to accomplish this. This would simultaneously discourage car use and encourage bicycle use.*

Another suggests:

> *Let's have a network of commuter cycle paths – why isn't there a safe direct route from Yonge and Eglinton to downtown with side routes connecting to residential areas. Something more like the ravines or the beltline cycle path than the often unpleasant and busy Martin Goodman Trail.*

Similarly, respondents suggest that more attention be given to making the city pedestrian-friendly. Six percent of transportation solutions call for restricting automobiles in the core area in favour of a pedestrian-only street network. Crowds are noted as a problem by some respondents. Others express satisfaction with the city's underground walkway system. Suggested pedestrian improvements include widening sidewalks, more benches and street furniture and provision and maintenance of public washrooms.

3

Arts, Culture and Heritage

This category is composed of three sub-themes: Arts/Culture, Places in the City and Preservation. Responses in these categories account for 34% of likes, 5% of dislikes and 5% of solutions.

Responses emphasize Toronto's mix of ethnic cultures, its artistic and cultural opportunities, and the conservation of architectural heritage as important positive elements of life in the city.

Arts/Culture

Responses in this group comprise the largest category of likes, and demonstrate the importance respondents attach to the role of art and culture in making Toronto a vibrant, cosmopolitan city. While respondents express their approval of a number of aspects of culture and recreation, the availability and quality of art and cultural events receives greatest emphasis. In particular, respondents praise the city's films, theatres, concerts, restaurants and clubs.

Arts/Culture
What I like about Toronto

	Frequency	% of Group
Availability of Arts/Cultural Events	353	26.1
Multicultural Character	329	24.3
Variety and Quality of Entertainment	287	21.2
Cosmopolitan Character	168	12.4
Publicly Supported Recreation	110	8.1
Art Galleries and Museums	53	3.9
Professional Teams and Sports Events	39	2.9
Buskers/Outdoor Entertainers	9	0.7
Caribana	4	0.3
Total Arts/Culture Likes	**1,352**	
% of all Likes	22.3	

Affection for the artistic and cultural character of the city is best illustrated by a number of typical comments. One respondent writes, what I like about Toronto is:

> ... *its many and varied entertainment options. **Culture** and culture, Kensington Market; restoration or preservation of historic buildings* ...

And a second elaborates, what I like about Toronto is:

> ... *the quality and availability of restaurants, theatres and cultural activities/events i.e. museums, art galleries, science centre etc.*

Another noteworthy group of responses are those that comment on elements of the city's cosmopolitanism and multi-cultural character. Comments of this kind make up 37% of Arts/Culture likes. One Central Area respondent typifies this view. What I like about Toronto, he says, is:

> ... *son caractere cosmopolite et multiethnique* ...

The relatively small number of arts and culture dislikes complain about affordability. What I dislike about Toronto, comments one respondent, is that:

> *Every sports building you build is too much and we can't afford to go to any events.*

Arts/Culture
What I dislike about Toronto

	Frequency	% of Group
Lack of Late Night Entertainment	18	28.1
Lack of Affordable Recreation Facilities	11	17.2
Insufficient Arts/Cultural Events	9	14.1
Lack of Recreation Facilities	7	10.9
Professional Sports Teams	5	7.8
Lack of Sunday Entertainment	4	6.3
Multicultural Character	3	4.7
Cosmopolitan Character	2	3.1
Variety and Quality of Entertainment	2	3.1
Sports Teams and Events	1	1.6
Lack of Professional Sports Teams	1	1.6
Publicly Supported Recreation	1	1.6
Total Arts/Culture Dislikes	**64**	
% of all Dislikes	1.1	

Others touch on the problem of limited hours:

> *... soon we will be in the year 2000 and still we cannot dine out near or after 10:00 pm because all the restaurant kitchens are closed..*

Another respondent writes, What I dislike about Toronto is:

> *... the lack of world class public art.*

Arts and culture solutions call for improved community recreation, more street activities including musicians and entertainers and increased funding for public art.

Arts/Culture
What I would like for Toronto

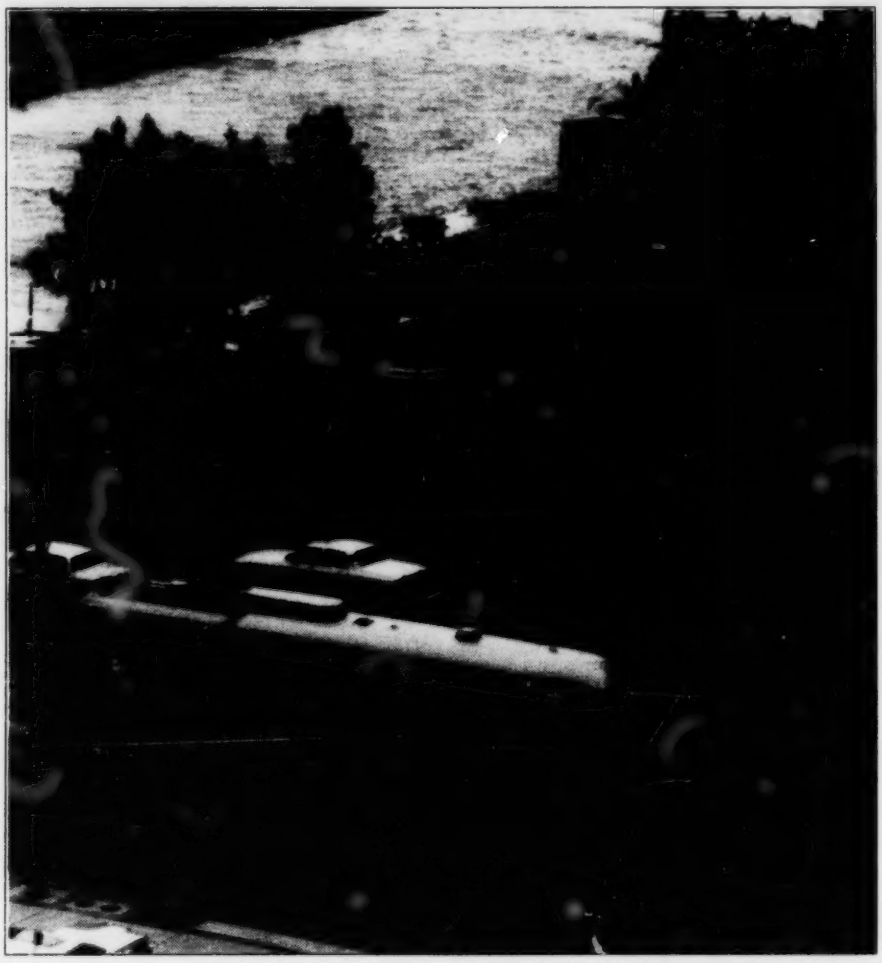
	Frequency	% of Group
Improve Community Recreation Activities	40	37.4
Increase Arts/Cultural Events	28	26.2
Promote Public Art	15	14.0
Enhance Street Life	11	10.3
Increase Variety/Quality of Late Night Entertainment	9	8.4
Promote Street Entertainers	4	3.7
Total Arts/Culture Solutions	**107**	
% of all Solutions	2.1	

Places in the City

The relationship of people to the city is well expressed in the value they attach to particular aspects of landscape, specific landmarks and locales. Responses citing city places account for 9% of likes, 3% of dislikes and 1% of solutions.

Likes emphasize locales in proximity to the lake, outdoor markets, public buildings and particular streets. Forty-one percent mention waterfront locales. Leading the list is the Toronto Islands, which is noted by 18% of city place likes, and is appreciated as a park as well as a place to live. This is reflected by one respondent:

> *What I like about Toronto is the island – complete with houses and yacht clubs; our wild lands – the Don Valley, Leslie Street Spit ...*



Places in the City
What I like about Toronto

	Frequency	% of Group
Toronto Islands	99	18.2
Waterfront	64	11.8
Lake Ontario	60	11.0
Outdoor Markets	59	10.9
Harbourfront	53	9.8
The Beaches	46	8.5
SkyDome	28	5.2
High Park	18	3.3
City Hall/Nathan Phillips Square	17	3.1
The Zoo	11	2.0
University of Toronto	11	2.0
Ontario Place	9	1.7
Queen Street	8	1.5
CN Tower	7	1.3
Chinatown	7	1.3
CNE	6	1.1
Union Station	5	0.9
Eaton Centre	5	0.9
Bloor Street	5	0.9
The Main Streets	4	0.7
Front Street	3	0.6
Yorkville	3	0.6
Don River	2	0.4
Yonge Street	2	0.4
Spadina Avenue	2	0.4
Royal Bank Building	2	0.4
Maple Leaf Gardens	2	0.4
Old City Hall	1	0.2
Greenwood Race Track	1	0.2
Cabbagetown	1	0.2
Humber River	1	0.2
Casa Loma	1	0.2
Total Places in the City Likes	**543**	
% of all Likes	9.0	

Harbourfront and the SkyDome are places about which respondents demonstrate ambivalence. While Harbourfront is the fourth most frequently noted place in the city like, it also ranks third among dislikes. Responses criticize Harbourfront for its architecture, density and lack of park space. Improving Harbourfront is the most frequent solution cited for a city locale. Respondents favour curbs on further construction, and development of a waterfront park system instead. One sardonic suggestion states:

> *Nuke Harbourfront, put up a park and then hold an inquiry into how developers have strip mined Canada and banish them all to West Edmonton Mall ...*

Another calls for a freeze, but stresses what she sees as Harbourfront's likeable aspects. If I were planning Toronto, she writes, I would:

> *Stop building at Harbourfront. More shops, more entertainment, more of everything except condos ...*

Places in the City
What I dislike about Toronto

	Frequency	% of Group
SkyDome	49	32.9
Yonge Street	26	17.4
Harbourfront	22	14.8
Waterfront	8	5.4
Lake Ontario	8	5.4
Eaton Centre	7	4.7
Ontario Place	5	3.4
The Main Streets	5	3.4
Chinatown	3	2.0
University of Toronto	2	1.3
Railway Lands	2	1.3
CN Tower	2	1.3
CNE	2	1.3
City Hall/Nathan Phillips Square	1	0.7
Maple Leaf Gardens	1	0.7
The Bus Station	1	0.7
Don River	1	0.7
Outdoor Markets	1	0.7
Greenwood Race Track	1	0.7
Toronto Islands	1	0.7
High Park	1	0.7
Total Place in the City Dislikes	**149**	
% of all Dislikes	2.7	

SkyDome is the seventh most frequently noted place in the city that respondents like, but is first among dislikes. Critical comments mention both architecture and location. Others dislike the structure as a symbol of a civic approach that ignores more pressing social problems. One proponent of this view writes, If I were planning Toronto's future I would:

> *Get rid of the 'world class' concept of Toronto complete with hungry and homeless people and shiny new showplaces like the dome; bring back the concept of Toronto as a city of neighbourhoods ...*

Places in the City
What I would like for Toronto

	Frequency	% of Group
Improve Harbourfront	22	46.8
Improve Yonge Street	14	29.8
More Outdoor Markets	5	10.6
Provide City Directories in Major Spots	2	4.3
Improve CNE	2	4.3
Extend the Riverdale Zoo	1	2.1
Improve Chinatown	1	2.1
Total Place in the City Solutions	**47**	
% of all Solutions	0.9	

Heritage Preservation

Appreciation of the city's historical character is evident in 3% of likes, 1% of dislikes and 2% of solutions noting preservation related issues. What I like about Toronto, one respondent says, is:

> *Our traditions, and the fact that we are finally saving our past ...*

Preservation
What I like about Toronto

	Frequency	% of Group
Conservation of Architecture	166	90.7
Preservation of Neighbourhoods	13	7.1
Rich history	4	2.2
Total Preservation Likes	**183**	
% of all Likes	3.0	

Of primary importance is the ongoing conservation of heritage architecture, which ranks 10th of likes overall. A smaller number of responses criticize existing efforts for not going far enough. One proponent of heritage conservation complains about what he perceives as half-measures in the city's planning approach:

> *Heritage buildings shouldn't just be saved as facades; the interiors are equally worthwhile ... This demolition of the past is another example of short term planning.*

Preservation
What I dislike about Toronto

	Frequency	% of Group
Destruction of Architectural Heritage	40	95.2
Preservation of Residential Neighbourhoods	1	2.4
Conservation of Architectural Heritage	1	2.4
Total Preservation Dislikes	**42**	
% of all Dislikes	0.8	

Preservation solutions are evenly divided between architectural conservation and neighbourhood preservation concerns. One respondent expresses his approval by writing:

> *We like the fact that some older neighbourhoods have been preserved and are 'unimproved'; they still have some charm, interesting architecture, and small shops.*

Preservation
What I would like for Toronto

	Frequency	% of Group
Preserve Neighbourhoods/Communities	60	50.4
Preserve Historical Buildings	59	49.6
Total Preservation Solutions	**119**	
% of all Solutions	2.3	

4

Natural Environment

Natural Environment responses account for 20% of likes, 18% of dislikes and 21% of solutions. Responses are divided between those commenting on parks and open space issues and those that address environmental quality and waste management questions. Among respondents, concern with the natural environment is exceeded in importance only by transportation matters.

Parks and Greenspace

The availability of parks and greenspace is the most frequently cited like overall. Typical of respondents who comment on green space is one who says what I like about Toronto is:

> *The greenspace and trees that still exist. This should be preserved as much as possible ...*

Natural Environment
What I like about Toronto

	Frequency	% of Group
Availability of Parks/Greenspace	596	49.1
Cleanliness	504	41.5
Municipal Recycling Program	62	5.1
Waste Management	23	1.9
Leslie Street Spit	13	1.1
Climate	8	0.7
Drinking Water Quality	4	0.3
Good Environmental Policies	3	0.2
Air Quality	1	0.1
Total Environment Likes	**1,214**	
% of all Likes	20.0	

Or another who writes:

> *There are still local unique neighbourhoods, community feeling – lots of park space and on many streets, mature trees.*

Despite such approval, however, many respondents express the view that existing park space is insufficient. This attitude is evident in environment dislikes and solutions, where 13% of dislikes note some dissatisfaction with parks availability and 52% of solutions indicate a desire to preserve or expand the city's park system. This is particularly true of Central Area respondents where 'insufficient parks and greenspace' is the fifth ranked dislike overall. One solution, submitted by a Central Area respondent suggests a common view regarding parks expansion:

> ... *I want there to be more parks and greenspace ... If I were planning Toronto's future I would access the lakeshore to the public and have park lands at the lake ...*

Parks development constitutes the second most frequent class of solutions overall. A major component of these are suggestions that the city extend the park system along the waterfront.

Natural Environment
What I dislike about Toronto

	Frequency	% of Group
Air Quality	271	26.5
Polluted Lake and Rivers	258	25.3
Drinking Water Quality	176	17.2
Insufficient Parks/Greenspace	133	13.0
Dirty Streets	76	7.4
Noise Pollution	28	2.7
Waste Management	21	2.1
Insufficient Recycling Programs	18	1.8
Lack of Environmental Controls	16	1.6
Energy Waste in Office Buildings	10	1.0
Climate	7	0.7
Toxic Waste Management	6	0.6
Leslie Street Spit	1	0.1
Total Environment Dislikes	**1,021**	
% of all Dislikes	18.3	

Pollution and Waste Management

Torontonians have long taken pride in the cleanliness of the city's streets. Increasingly, however, concern about the environment has shifted to issues of pollution control and waste management. These environmental quality issues stand out in survey responses.

While cleanliness continues to be a highly approved characteristic of the urban landscape, ranking second of likes overall, air and drinking water quality and the pollution of lakes and rivers all appear in the top 10 of dislikes.

What I don't like about Toronto writes one concerned respondent is:

> *The amount of waste & pollution we produce – polluted rivers, lack of parkland on the waterfront ...*

Another adds:

> *The quality of air has deteriorated radically. Most people are affected by it and don't realize it ... The quality of water matches the air...*

And finally, a third says:

> *The lake (Ontario) is polluted and the Don River ... When will we be able to swim again??*

While a small number of respondents note approval of existing municipal recycling and waste management programs, a larger number call for increased regulation, recycling and reclamation as solutions.

One respondent, a mother of a small child, makes this plea for action:

> *Clean up Toronto's beaches, Lake Ontario, the sewer system NOW! So my children can swim and drink safely from our lake and rivers, even fish and see wildlife, not just concrete towers. I don't think your taxpayers would mind paying a little more to help out – or how about an environmental lottery?*

Typical solutions suggest limiting automobile use, recycling business garbage, clean up of the beaches and the Don River, and banning disposable diapers.

Natural Environment
What I would like for Toronto

	Frequency	% of Group
Development of Parks	339	32.5
Build Waterfront Park System	198	19.0
Promote Environmental Regulations	156	14.9
Improve Waste Management/Recycling	145	13.9
Reclamation of the Environment	142	13.6
Environmental Perspective in Planning	39	3.7
Conserve the Leslie Street Spit	16	1.5
Reduce Noise Pollution	6	0.6
Control of Toxic Chemical Disposal	3	0.3
Total Environment Solutions	**1,044**	
% of all Solutions	20.5	

5

Built Environment

Built Environment responses account for 14% of likes, 16% of dislikes and 13% of solutions. Responses in this category comment on the general character of city development as well as particular facets of architecture, landscape and land use.

Toronto's liveable neighbourhoods and vibrant downtown top the list of favourable attitudes toward the built environment. Responses noting the importance of neighbourhoods account for 46% of built environment likes and rank third of likes overall. Comments on the city's vibrant/liveable downtown make up 18% of built environment likes. One respondent makes the link between neighbourhoods and downtown viability by writing, What I like about Toronto is:

> *Inner city residents, who keep the streets safe at night, and help maintain the neighbourhoods that keep Toronto liveable.*

Built Environment
What I like about Toronto

	Frequency	% of Group
Interesting/Liveable Neighbourhoods	383	45.9
Vibrant/Liveable Downtown	152	18.2
Enjoyable Streetscapes	144	17.3
Architectural Diversity and Character	69	8.3
Mixed Development	30	3.6
Modern Architecture	18	2.2
Pace of City Development	15	1.8
Low Density of Development	13	1.6
Development Controls in the Core	9	1.1
Development of Waterfront	1	0.1
Total Building Environment Likes	**834**	
% of all Likes	13.8	

The character of city streetscapes and aspects of its architecture both receive mixed comment from respondents. While some note appreciation of trees, wide boulevards and architectural diversity as elements that enhance enjoyment of city streets, others cite dissatisfaction with architecture and inattention to street landscaping as dislikes. Among Built Environment solutions, 12% of responses suggest that greater attention be given to urban design in the planning of new development.

By far the largest component of built environment responses, however, are those that complain about the scale of development that has taken place in proximity to the waterfront and in the core area. Respondents point to the 'concrete jungle' and 'canyons' created by concentrations of high rise development, blaming them for adverse physical effects, traffic congestion and inflated property prices. One response of this type says, what I dislike about Toronto is:

> *Continuing construction of high rise office buildings in the downtown core without resolving the escalating traffic congestion.*

Built Environment
What I dislike about Toronto

	Frequency	% of Group
Development of Waterfront	348	39.9
Overdevelopment of Downtown Core	160	18.3
High Rise Buildings	109	12.5
Lack of Architectural Diversity/Character	54	6.2
Inattention to Landscapes	43	4.9
Excessive Rate of Growth	29	3.3
Urban Sprawl	33	3.8
Lack of Development Controls	28	3.2
Overhead Wires	21	2.4
Modern Architecture	14	1.6
Lack of Architectural Controls	12	1.4
High Density Development	9	1.0
Concentrated Unmixed Development	7	0.8
Architectural Diversity and Character	2	0.2
Low Density of Development	2	0.2
Development Controls in the Core	2	0.2
Total Built Environment Dislikes	**873**	
% of all Dislikes	15.6	

Another states, what I dislike is:

> *Too much downtown development. The high density theory of development is not only impractical, it is absurd. The entire downtown infrastructure is not being maintained.*

The strongest opinions are evoked by development on the waterfront. Dislike of waterfront development is the second most frequent dislike overall. Responses complain about the character of the buildings and the sense that development there has denied people access to the lake. What I dislike about Toronto, writes one respondent, is:

> *The uncontrolled conversion of the core of the city into steel and concrete canyons. The drive to megashopping malls like the Eaton Centre and the concrete curtain that has sprung into existence between the city and the lake replacing the factories and the grain elevators. It seems strange that it never occurred to anyone that replacing one concrete barrier with another changes nothing at all. What is put into the concrete containers whether it is grain or high paid people does not change the nature of the barrier. Ask almost any Torontonian and I would venture to guess that very few think of what has grown south of the Gardiner Expressway as 'Toronto' to any extent. It is an alien adjunct grafted onto a vibrant and thriving city.*

Built Environment
What I would like for Toronto

	Frequency	% of Group
Deconcentration of Development	170	27.7
Freeze Development on Harbourfront	107	17.4
Restrict Building Height	87	14.2
Urban Design Aesthetics	75	12.2
No Growth	56	9.1
Promote Mixed Development	48	7.8
Promote Development	18	2.9
Bury Overhead Wires	17	2.8
Increase Density	15	2.4
Land Speculation Controls	9	1.5
Control Urban Sprawl	6	0.9
Humanize Use of Urban Space	5	0.8
Halt the Underground City	1	0.1
Total Built Environment Solutions	**614**	
% of all Solutions	12.0	

Built environment solutions call for deconcentration of development, restriction of building heights and the imposition of a development freeze. Typical of these views is a well articulated comment that states, If I were planning Toronto's future I would:

> *End harbourfront and downtown overdevelopment. Must* ***all*** *buildings be skyscrapers? And four square? Make them lower and let them be more decorative with arches, sculpture, decorative figures ... Bring back the waterfront to the general public instead of closing it off with ugly condominiums. We want to enjoy our views of water, ships and sailboats.* ***All*** *buildings should be well back from the water.*

Responses stating a preference for development, on the other hand, tend to favour mixed use approaches and support increased density to accommodate residential uses. One solution of this type suggests that the city:

> *... create zoning and economic incentives to substantially increase residential housing density, particularly along major transit routes.*

Another respondent writes, If I were planning Toronto's future I would:

> *Strive for more high rise residential building in the Central Area, where there are now houses and backyards. If Toronto is going to grow it should try to stop drifting toward the Los Angeles model with more expressways creating the need for even more.*

6

Housing

Housing responses account for less than 1% of likes, 10% of dislikes and 10% of solutions. While the largest proportion of these are concerned with the availability of affordable housing, a smaller number touch on the quality of residential development or characteristics of neighbourhood composition.

Housing
What I like about Toronto

	Frequency	% of Group
Quality of Residential Development	13	38.2
Availability of Affordable Housing	10	29.4
Mixed Income Neighbourhoods	6	17.6
Citizen's Concern for Housing	4	11.8
Ratepayers' Associations	1	2.9
Total Housing Likes	**34**	
% of all Likes	0.6	

The major housing issue among respondents is the lack of affordable housing, which ranks as the third most frequent dislike overall. One response, submitted by the wife of a teacher, articulates one aspect of the concern. She writes, What I dislike about Toronto is the:

> *Price of housing and rents. I can't afford to buy a home here and we may have to take employment away from Toronto in order to get affordable housing.*

Another respondent echoes this point in stating, What I dislike about Toronto is:

> *The increasing lack of affordable housing and the related fact that many jobs can no longer sustain living here..*

Housing
What I dislike about Toronto

	Frequency	% of Group
Lack of Affordable Housing	294	53.0
Poverty/Homelessness	156	28.1
Elite Homes	40	7.2
Quality of Residential Development	21	3.8
Concentrated one-Income Neighbourhoods	19	3.4
Rent Controls	14	2.5
Lack of Landlord/Homeowner Rights	4	0.7
Working Far from Place of Residence	3	0.5
Housing Legislation	2	0.4
Ratepayers' Associations	1	0.2
Social Housing	1	0.2
Total Housing Dislikes	**555**	
% of all Dislikes	9.9	

Concern regarding homelessness and housing affordability comprises 81% of all housing dislikes. Many respondents explicitly link housing costs to a more general increase in the prevalence of poverty and hunger in the city. A typical response states:

> *If housing/renting costs were realistic given annual incomes maybe food banks, shelters etc. would not be needed. When my rent EATS 1/2 to 2/3 of my income – is that fair, just, realistic, something to be proud of as a Canadian!*

Housing solutions demonstrate strong concern for addressing the perceived problem. Forty-seven percent of solutions comment on the need to emphasize affordable housing and 10% specifically address homelessness. Solutions suggest planning policies that promote mixed-income neighbourhoods and support housing intensification and social housing development as options for achieving affordable housing goals.

Housing
What I would like for Toronto

	Frequency	% of Group
Emphasize Affordable Housing	240	47.8
Promote Mixed Household Neighbourhoods	59	11.8
Planning for Residential/Neighbourhood Development	57	11.4
Emphasize Needs of Homeless	51	10.2
Promote Housing Intensification	46	9.2
Deconcentration of Housing Development	14	2.8
Enforce Quality Housing Standards	14	2.8
Repeal Rent Control	12	2.4
Employment near Home	3	0.6
Maintain Rent Control	3	0.6
Build Housing on Waterfront	2	0.4
Better Laws to Protect Property Owners	1	0.2
Total Housing Solutions	**502**	
% of all Solutions	9.9	

7

Safety/Security

Safety/Security responses account for 8% of likes, 8% of dislikes and 3% of solutions. While many respondents perceive the city to be relatively safe, others express the belief that the streets are becoming increasingly dangerous due to drug use and youth gang activity.

Safety/Security
What I like about Toronto

	Frequency	% of Group
Low Crime Rate/Sense of Safety	343	74.7
Policing	101	22.0
Smoking Bylaws	9	2.0
Safe Vehicular Operation	6	1.3
Total Safety/Security Likes	**459**	
% of all Likes	7.6	

Responses citing a low rate of crime/sense of safety rank fourth of likes overall and constitute 75% of safety/security likes. At the same, concern regarding increasing crime ranks seventh of dislikes overall , comprising 52% of safety/security dislikes. In addition, 15% of safety/security dislikes blame drug trafficking and 9% blame youth gangs for the deterioration in street safety. One female respondent describes her concern:

> *I am becoming increasingly afraid to walk the streets with my purse because of the escalating attacks on people (women in particular) by young people hooked on crack.*

Attitudes toward the police are also mixed. While 22% of safety/security likes indicate approval, a smaller group of dislikes express dissatisfaction with their inability to effectively address the increase in crime.

Safety/Security
What I dislike about Toronto

	Frequency	% of Group
Increasing Crime	229	51.5
Drug Trafficking	68	15.3
Unsafe/Inconsiderate Vehicular Operation	45	10.1
Youth Gangs	38	8.5
Policing	30	6.7
Smoking in Public Places	14	3.1
Insufficient Street Lighting	8	1.8
Low Crime Rate/Sense of Safety	6	1.3
Unsafe Pedestrian Traffic	2	0.4
Alleyways	2	0.4
Mice and Cockroaches	2	0.4
Smoking Bylaws	1	0.2
Safety/Security Dislikes	**445**	
% of all Dislikes	8.0	

Safety/security solutions emphasize improved policing, including increased foot patrols, more female and minority officers and better police-community relations as ways to improve police performance. Others suggest promoting safety by improving street lighting, and by adopting stricter laws, including amendments to the Young Offenders Act.

Safety/Security
What I would like for Toronto

	Frequency	% of Group
Improve Policing	118	76.1
Better Street Lighting	11	7.1
Stricter Laws	10	6.5
Promote Safe Driving	9	5.8
Clean-up Mice and Roaches	3	1.9
Enforce No Smoking Laws	3	1.9
Citizen Review of Policy	1	0.6
Total Safety/Security Solutions	**155**	
% of all Solutions	3.0	

8

Employment/Economy

Employment/Economy responses account for 5% of likes, 4% of dislikes and 3% of solutions. While some responses convey a positive view about the health of the City's economy, employment and consumer opportunities, others express concern that the 'good life' is becoming increasingly unattainable to all except the rich.

Consumer opportunities are cited by 46% of those expressing employment/economy likes. Responses of this type praise the variety of goods and services available to them and express approval for small specialty stores and the convenience of shopping in proximity to their own neighbourhoods. Twenty-three percent of responses cite the availability of employment or business opportunities as an important element of what they like about the city.

Employment/Economy
What I like about Toronto

	Frequency	% of Group
Consumer Opportunities	129	45.9
Healthy Economy	51	18.1
Good Employment Opportunities	48	17.1
Small Business Opportunities	15	5.3
Availability of Tourist Services	17	6.0
No Sunday Shopping	8	2.8
Street Vendors	8	2.8
Diverse Economy	3	1.1
Industry Relocation Outside City	2	0.7
Total Employment/Economy Likes	**281**	
% of all Likes	4.6	

Such attitudes are tempered, however, by a comparable number of dislikes. Predominant among these are responses noting dissatisfaction with the city's high cost of living, which account for 57% of employment/economy dislikes. Typical is one comment which states:

> *Everything is becoming too expensive ... costs go up every time ... our income does not meet them ... It's too expensive to live here for any ordinary person.*

Another focuses on both cost of living and the lack of employment opportunities.

> *It is important to ensure that people can afford to work and live here so we don't turn into a rich ghetto, where the poor have no place to work or live.*

Employment/Economy
What I dislike about Toronto

	Frequency	% of Group
High Cost of Living	124	57.1
No Sunday Shopping	34	15.7
Lack of Good Employment Opportunities	21	9.7
Inadequate Economic Policies	9	4.1
Foreign Investment	5	2.3
Industry Downtown	5	2.3
Street Vendors	5	2.3
Indoor/Underground Shopping Malls	4	1.8
Lack of Consumer Opportunities	4	1.8
Industry Relocation Outside City	3	1.4
Lack of Small Business Opportunities	2	0.9
Lack of Tourist Promotion	1	0.5
Total Employment/Economy Dislikes	**217**	
% of all Dislikes	3.9	

Allowing Sunday shopping is the most frequently cited employment/economy solution. One proponent says:

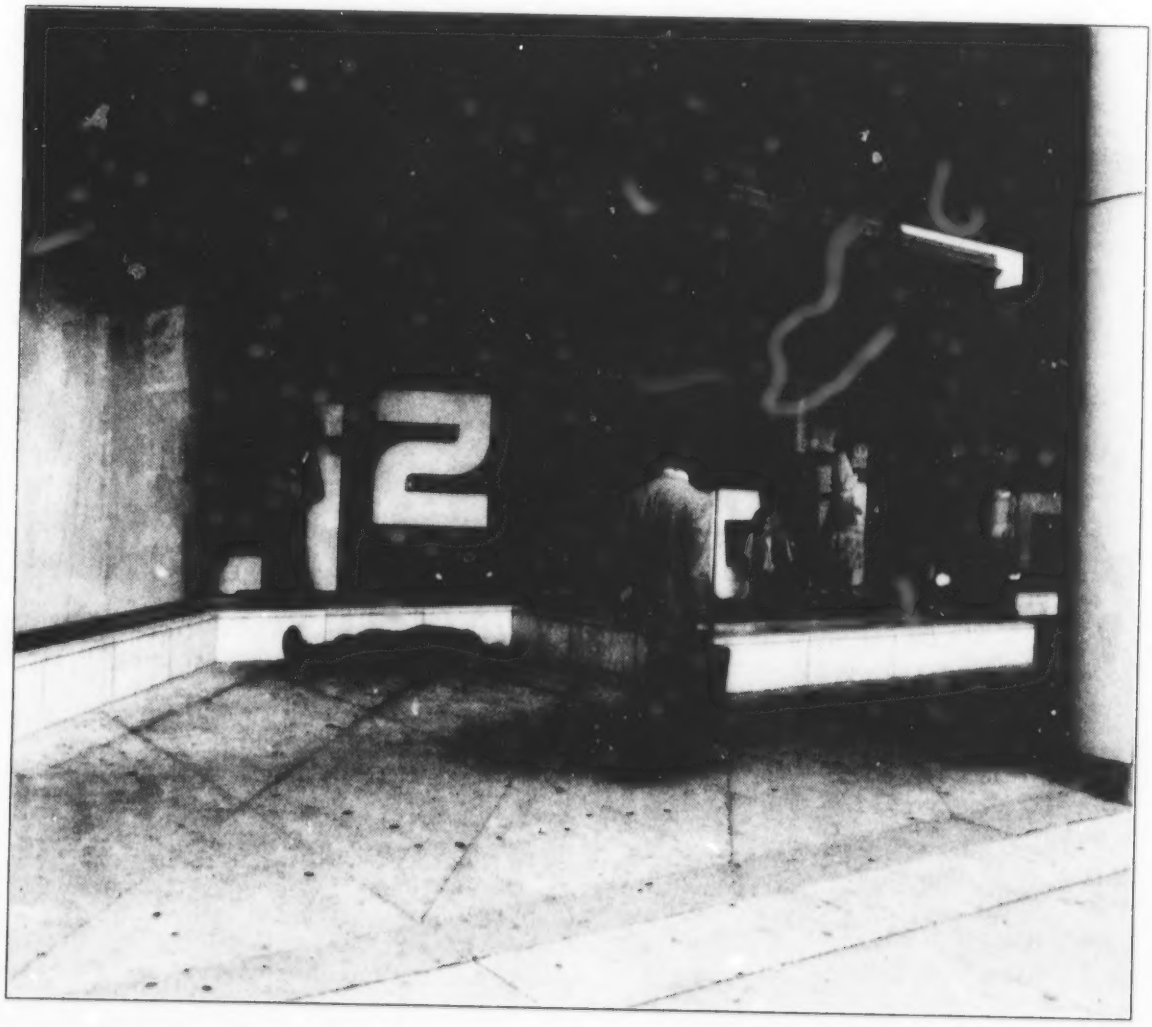
> *I would also improve retailing in this city. Open up the city so that retailers could choose to stay open on Sundays. Lobby the Ontario government to let Toronto decide whether it wants it or not.*

Employment/Economy
What I would like for Toronto

	Frequency	% of Group
Allow Sunday Shopping	33	20.4
Control Cost of Living	30	18.5
Promote Employment Opportunities	17	10.5
Ensure Economic Growth	16	9.9
Promote/Revitalize Shopping Streets	13	8.0
Relocate Industry Outside City	12	7.4
Promote Light Industry	10	6.2
Promote Tourism	7	4.3
Prohibit Sunday Shopping	7	4.3
Promote Small Businesses	7	4.3
Promote Open Malls/Street Vendors	4	2.5
Outlaw Street Vendors	4	2.5
Increase Consumer Opportunities	2	1.2
Total Employment/Economy Solutions	**162**	
% of all Solutions	3.2	

Other solutions support controlling the cost of living, and stimulating the economy by promoting small business, light industry and tourist activities. If I were planning Toronto, writes one respondent, I would:

> *Get commitments from financial institutions to be more supportive of small businesses; without government intervention/encouragement.*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9

Community and Social Services

Responses concerning community and social services comprise 5% of likes, 1% of dislikes and 4% of solutions.

Among Community/Social Services likes, 50% note availability and access to services as a noteworthy aspect of city life. An additional 38% specifically express approval of existing educational opportunities and 10% praise the quality of health and medical services. The small number of dislikes convey the opinion that services are insufficient, lacking in quality or unaffordable.

Community/Social Services
What I like about Toronto

	Frequency	% of Group
Availability/Accessibility of Services	142	50.4
Educational System/Facilities	108	38.3
Quality of Medical Care	27	9.6
Charity Services	5	1.8
Total Community/Social Services Likes	**282**	
% of all Likes	4.7	

Community/Social Services
What I dislike about Toronto

	Frequency	% of Group
Insufficient Services	29	44.6
Educational System/Facilities	13	20.0
Quality of Medical Care	8	12.3
Lack of Charity/Social Services	7	10.8
High Cost of Services	4	6.2
Quality of Daycare Services	4	6.2
Total Community/Social Services Dislikes	**65**	
% of all Dislikes	1.2	

Solutions focus on ways to make services more effective, with responses most often citing social services as requiring improvement. Ten percent of community service solutions stress the importance of including community services in the planning process, while 29% favour addressing social needs through community based programs.

Community/Social Services
What I would like for Toronto

	Frequency	% of Group
Provide Community Based Social Services	54	29.8
Improve Educational Opportunities/Services	42	23.2
Integrate Community Services in Planning Approach	18	9.9
Improved Daycare	16	8.8
Better Seniors Services	15	8.3
Better Handicapped Services	10	5.5
Improve Health Care	10	5.5
Aid to Hungry	6	3.3
Privatize Municipal Services	5	2.8
Lower Cost of Services	4	2.2
Fund the Humane Society	1	0.6
Total Community/Social Services Solutions	**181**	
% of all Solutions	3.6	

10

City Image

City Image responses account for 2% of likes and 4% of dislikes. By far the largest group of these attribute Toronto's likeability to the friendliness of its people. Comments of this type cite neighbourliness and courtesy as two components of this experience. A smaller number of responses disagree, describing the city as too impersonal in character.

City Image
What I like about Toronto

	Frequency	% of Group
Friendly Citizens/People City	118	83.1
World Class	23	16.2
Fast Paced Life	1	0.7
Total City Image Likes	**142**	
% of all Likes	2.3	

Another image about which opinion is divided is the characterization of the city as 'world-class'. While a small number like this image, taking pride from favourable comparisons of Toronto to major metropolises like New York, London or Paris, more see the attention paid to projecting public image as misguided. One respondent expressing the negative view writes:

> *Please stop wasting time and money on projects such as the Olympics and Expo 2000. Being world-class does not mean hosting photo opportunities that leave lasting benefits to only a few residents. It is appalling that money goes to bidding on these projects while people wait in line at food banks.*

Other respondents dislike Toronto's fast pace, describe the city as too consumer-oriented and decry NIMBY attitudes.

City/Image
What I dislike about Toronto

	Frequency	% of Group
World Class	78	40.2
Impersonality of People	38	19.6
Fast Paced Life	31	16.0
Too Consumer Oriented	30	15.5
NIMBY Syndrome	17	8.8
Total City Image Dislikes	**194**	
% of all Dislikes	3.5	

11

Municipal Politics

Attitudes toward municipal government and its policies are cited in 3% of likes, 7% of dislikes and 7% of solutions. Among likes, 75% comment on the well-planned character of the city with a smaller number expressing approval for opportunities to participate in the political process at both the municipal government level and in the community. What I like about Toronto, writes one respondent, is:

> *... the fact we have the opportunity to work at the neighbourhood level in city politics.*

Municipal Politics
What I like about Toronto

	Frequency	% of Group
Well Planned City	140	75.3
Ability to Access Political Process	20	10.8
Metropolitan Structure	13	7.0
Politically Vibrant	7	3.8
Politically Stable	2	1.1
Municipal Tax Structure	4	2.2
Total Municipal Politics Likes	**186**	
% of all Likes	3.1	

More noteworthy are a larger number of dislikes that indicate dissatisfaction with elected officials and municipal policies that are perceived to be unduly influenced by business and development industry interests. Thirteen percent of municipal government dislikes point criticism at the planning process for failing to adequately manage growth. One angry, but not atypical, comment says:

Forget about courtesy ... (the) Planning and Development Department does a very poor job, if any. One gets the impression that 'bosses' at City Hall are very narrow minded. Why (do) all new projects have to be crammed at the waterfront? Hence congestion. Unwillingly, one begins to associate City Hall with bribery and corruption ... Everybody is trying to please a certain group of voters and nobody cares about the city's future and proper planning. Take away politics out of City Hall! Find someone with vision for the future! Find another Nathan Phillips!

Municipal Politics
What I dislike about Toronto

	Frequency	% of Group
Inadequacy of Municipal Politicians	121	32.5
Strong Influence of Developers/Business Interest	110	29.6
Inadequate Planning	49	13.2
Municipal Tax Structure	54	14.5
Metropolitan Structure	21	5.6
Inability to Access Political Process	17	4.6
Total Municipal Politics Dislikes	**372**	
% of all Dislikes	6.7	

Fifty-five percent of municipal politics solutions touch on ways to make the planning process more effective, including increased citizen and community participation and greater emphasis on 'people oriented' and 'healthy city' approaches. Others call for more accountability from elected officials. One comment of this kind proposes:

Never mind the 'Official Plan', lets talk about a whole new approach. Ask taxpayers what they want in their municipal governments and start spending their money wisely. Lets depoliticize city politics and give communities self-determination without excessive staffing.

If I were planning Toronto's future, writes another respondent, I would:

Consult more citizens. Hold more open forums which are well publicized. Do things like this (questionnaire)!

Municipal Politics
What I would like for Toronto

	Frequency	% of Group
More Effective Planning	207	56.3
Encourage More Effective Political Leadership	64	17.4
Better Tax Structure	61	16.6
Promote a Healthy City	22	6.0
Regional Perspective in Planning	10	2.7
Strengthen Local Councils	4	1.1
Total Municipal Politics Solutions	**368**	
% of all Solutions	7.2	

Appendix A

Top 10 Likes

Central Area	Rank	% of all Responses
Availability of Parks/Green Space	1	7.9
Interesting/Liveable Neighbourhoods	2	7.7
Cleanliness	3	6.5
Low Crime Rate/Sense of Safety	4	6.2
Multicultural Character	5	6.2
Good Public Transportation	6	5.6
Variety/Quality of Entertainment	7	5.6
Availability of Arts/Cultural Events	8	5.2
Cosmopolitan Character	9	4.1
Vibrant/Liveable Downtown	10	3.0
% of likes accounted for by top 10		**58.0**

Toronto Outside The Central Area	Rank	% of all Responses
Availability of Parks/Green Space	1	10.0
Cleanliness	2	8.6
Interesting/Liveable Neighbourhoods	3	6.3
Availability of Arts/Cultural Events	4	6.2
Good Public Transportation	5	6.0
Variety/Quality of Entertainment	6	6.0
Multicultural Character	7	5.4
Low Crime Rate/Sense of Safety	8	5.3
Enjoyable Streetscapes	9	2.4
Consumer Opportunities	10	2.3
% of likes accounted for by top 10		**58.6**

Top 10 Dislikes

Central Area	Rank	% of all Responses
Traffic Congestion	1	11.8
Development of Waterfront	2	6.6
Lack of Affordable Housing	3	4.8
Air Quality	4	4.0
Insufficient Parks and Greenspace	5	3.6
Quality of TTC Service	6	3.5
Polluted Lakes and Rivers	7	3.4
Parking Problems	8	3.3
Poverty/Homelessness	9	2.9
Overdevelopment of Downtown Core	10	2.6
% of dislikes accounted for by top 10		**46.5**

Toronto Outside The Central Area	Rank	% of all Responses
Traffic Congestion	1	11.6
Development of Waterfront	2	6.1
Lack of Affordable Housing	3	5.4
Quality of TTC Service	4	5.2
Air Quality	5	4.8
Polluted Lakes and Rivers	6	4.5
Increasing Crime	7	4.3
Drinking Water Quality	8	3.6
Parking Problems	9	3.3
Overdevelopment of Downtown Core	10	2.8
% of dislikes accounted for by top 10		**51.6**

Top 10 Solutions

Central Area	Rank	% of all Responses
Improve TTC Service/Infrastructure	1	9.5
Restrict Private Cars	2	6.0
Develop Parks and Green Space	3	5.8
Emphasize Affordable Housing	4	5.4
Improve Educational Opportunities	5	4.4
Provide Bicycle Paths	6	3.6
Build Waterfront Parks System	7	3.6
Deconcentrate Development	8	3.0
Improve Waste Management/Recycling	9	2.8
Improve Road Infrastructure	10	2.6
% of solutions accounted for by top 10		**46.7**

Toronto Outside The Central Area	Rank	% of all Responses
Improve TTC Service/Infrastructure	1	10.9
Develop Parks and Green Space	2	6.9
Restrict Private Cars	3	4.9
Emphasize Affordable Housing	4	4.4
Build Waterfront Parks System	5	3.9
Deconcentrate Development	6	3.4
Promote Environmental Regulations	7	3.3
Improve Waste Management/Recycling	8	2.9
Reclaim the Environment	9	2.9
Improve Road Infrastructure	10	2.5
% solutions accounted for by top 10		**46.0**

Appendix B

Coding of the Questionnaire

In analyzing the responses we endeavoured to retain the subjective flavour of peoples' perceptions and provide for a means to quantitatively represent overall characteristics and relationships in the distribution of responses. To accomplish this it was decided to code each of the themes included in a respondent's answers to the three questions. This required the formulation of two distinct coding schemes, one suitable for the like and dislike responses and one for the solutions. Codes were constructed from the bottom up, beginning with actual responses and building over the course of approximately 100 questionnaires to the most general level, whenever possible. Individual codes were then grouped in broader categories corresponding to thematic components within the framework of the plan review.

Personal and coded information for each respondent was entered into a SAS (Statistical Application System) defined database. Provision was made for up to 10 coded entries for both the like and dislike responses; a maximum of 20 entries were provided for solution responses. A series of SAS programs were then used to produce frequency tabulations. Notable responses were flagged to enable their identification for use in the body of this report. The database was also used to produce the address list for mailing an acknowledgement letter and a Cityplan '91 information package to respondents in late April.